Insight Framework

1

Insight

Insight is collated through multiple channels by the Service Improvement Team via:

- Call Statistics
- Call Quality
- Complaints
- Compliments
- Colleague Feedback
- Customer Journey Mapping
- Debriefs
- Disrepair Claims
- Mystery Shopping
- Scrutiny Reviews
- Service Recovery Requests
- Speak Out
- Tenant Satisfaction Measures
- Transactional Surveys

2

Analyse

Information is analysed and trends and themes are identified, such as:

- Customer Service
- Data Accuracy
- External Communication
- Internal Communication
- Processes
- Systems
- Timeliness
- Training

3

Engage

The team engage with our tenants, committees and colleagues to agree any changes or further reviews required through:

- Internal Focus Groups
- Satisfaction Surveys
- Scrutiny Reviews

4

Implement

Changes and feedback are implemented through:

- Additional Training
- Improved Communication
- Increased Performance Monitoring
- Policy and Process Amendments

5

Embed

Learning is embedded internally and externally by:

- Communicating Changes
- Monitoring Impact
- Sharing Service Improvements

- Re-evaluate -

SpeakOut

community gateway